

**BY ORDER OF THE COMMANDER
HEADQUARTERS 377TH AIR BASE WING (AFMC)
KIRTLAND AIR FORCE BASE,
NEW MEXICO 87117-5606**

KAFB INSTRUCTION 36-3001

25 JULY 1995

Personnel

CASUALTY SERVICES



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Policy Directive 36-30, Military Entitlements and AF Instruction 36-3002, Casualty Services. It sets up base rules for timely and effective casualty reporting, notification and assistance to next of kin (NOK). This reporting applies to all units who have Air Force personnel at Kirtland Air Force Base (KAFB). Authority to issue is Headquarters Air Force Military Personnel Center (HQ AFMCP), Randolph Air Force Base, Texas.

SUMMARY OF REVISIONS

Deletes the requirement for the facts and circumstances officer appointment and preparation of the AF Form 25.

1. General Information.

1.1. In this instruction, the term **casualty** is defined as any person who is lost to their organization because of death; is missing; duty status whereabouts unknown (DUSTWUN); or in the hospital listed as seriously ill or injured (SI), very seriously ill or injured (VSI), or incapacitating illness or injury (III).

1.2. The chief of Customer Support Section (DPMP), Military Personnel Flight, is the base casualty services officer and is responsible for completing casualty reports.

1.3. Anyone who knows of an AF casualty occurring during duty hours will immediately notify the Customer Service Element (DPMP) 846-5401 or 5460 and the Kirtland Command Post (KCP) 846-6432. KCP will confirm casualty notification to DPMP during duty hours and notify the Casualty Services standby personnel during nonduty hours. The following information is needed:

1.3.1. Name, grade, and social security account number (SSAN) of casualty.

- 1.3.2. Unit of assignment and duty station.
- 1.3.3. Type of casualty (death, SI, VSI, III, etc.) and the type or severity of injury or illness.
- 1.3.4. Date and hour of death.
- 1.3.5. Cause of death.
- 1.3.6. Place of death and who officially pronounced member deceased (i.e., pronounced dead at scene, 2 miles south of Belen on Interstate Highway 25, by medical examiner, Dr. Joseph K. Doe).
- 1.3.7. Circumstances: Explanation of precisely what is known to have happened, including the cause, if possible.

2. Procedures For Personal Notification.

2.1. Squadron commanders will:

- 2.1.1. Notify DPMPs and KCP as appropriate when informed of a casualty.
- 2.1.2. Serve as casualty notification duty officer (major or above) when the casualty is assigned to his or her unit and personal notification of NOK is required. Medical personnel and an Air Force chaplain, if available, will accompany the notification officer to attend to any reaction of the NOK.
- 2.1.3. Prepare circumstance or condolence letters.
- 2.1.4. Assist NOK as necessary. When invitational travel for NOK has been granted, assist with logistical support (i.e., meeting NOK at airport, transportation to and from patient's bedside, billeting arrangements, etc.) to the fullest extent possible.

2.2. Notification to NOK. If a personal notification to the NOK of a deceased member not assigned to this installation is directed by HQ AFMPC casualty operations center, a notification officer (major or above) will be selected by the wing commander or vice commander. DPMPs or the casualty standby representative will assist in coordinating this action. Potential notification officers will be provided with instructions by DPMPs personnel prior to actual notification of NOK.

2.3. Circumstance letters.

- 2.3.1. The squadron commander will write to all persons listed to be notified (taken from items 4 through 7 of the DD Form 93, Record of Emergency Data) who were not personally informed of the circumstances by the home or reporting commander. The squadron commander will outline as completely as possible the events leading up to and surrounding the member's death. The letter will also convey the commander's condolences. The letter must be sent within five calendar days from the date of death and a copy of the letter must be provided to DPMPs. This is extremely important as DPMPs must provide a copy of the letter to HQ AFMPC/DPMW the same day the commander sends the original letter to the NOK.
- 2.3.2. The base casualty services representative, DPMPs, will review all circumstance letters prior to dispatch to ensure compliance with AFI 36-3002.

3. Inquiries Concerning Casualties.

- 3.1. Questions from NOK will be referred by KCP to DPMPs or the standby representative.

3.2. Questions from news agencies or the public will be referred to the Public Affairs officer for action.

4. Responsibilities.

4.1. KCP will:

- 4.1.1. Refer all Air Force casualty notifications to DPMPS during normal duty hours.
- 4.1.2. Immediately pass on casualty notification from the Casualty Operations Center, HQ AFMPC, or any other source, to the DPMPS representative on standby.
- 4.1.3. Refer Army, Navy, or Marine casualties to the proper service.
- 4.1.4. Contact DPMPS whenever a determination cannot be made about the proper course of action to take regarding a casualty matter.
- 4.1.5. Notify the base commander of all deaths of active-duty members assigned or attached to any unit located at KAFB.
- 4.1.6. Notify the base mortuary officer of all deaths of active-duty members assigned or attached to any unit.

4.2. DPMPS will:

- 4.2.1. Follow procedures outlined in the current base disaster preparedness plan in the event of an emergency operation. Set up two casualty reporting teams to maintain a Casualty Reporting Center for emergency operations. The chief of Customer Support Section and the noncommissioned officer in charge of Customer Service Element will act as team chiefs. The members of these teams will be trained on casualty reporting procedures and appointed, in writing, by the chief of the Military Personnel Flight.
- 4.2.2. Notify KCP of all deaths of active-duty members assigned or attached to any unit located at KAFB when notification to DPMPS was not by the KCP.
- 4.2.3. Ensure the KCP gets an up-to-date roster with names and telephone numbers of the on-call DPMPS members.

4.3. 377th Medical Group will:

- 4.3.1. Notify the KCP after normal duty hours of any casualty as defined in paragraph 1.1 or a change in condition of a SI, VSI, or III. If the patient is a retired USAF member, report death only. If a casualty or change of status occurs during normal duty hours, notify DPMPS.
- 4.3.2. Notify NOK present at the hospital should a patient in the hospital die or be placed on the SI or VSI list. Notification will be made by the attending physician. If NOK is not present, no member of the hospital staff will try to notify NOK. These notifications do not relieve the hospital of its responsibility to notify the KCP and DPMPS of deaths, SI, or VSI patients.
- 4.3.3. Invitational travel orders (ITO).** If invitational travel is warranted and approved by the medical treatment facility (MTF) commander, immediately contact DPMPS or the casualty standby representative if after duty hours. This section will report the ITO request to HQ AFMPC who will arrange travel for the NOK.

Provide a medical member (doctor, nurse, or technician) to join the notification officer in deceased and missing cases. This procedure must be followed unless the commander decides that mission responsibilities would be affected.

4.4. KAFB mortuary officer. Ensure that the KCP receives an up-to-date roster with name and telephone number of the on-call mortuary officer.

4.5. New Mexico Air National Guard (ANG). The ANG submits casualty reports for personnel assigned to ANG. The 150th Fighter Group will be responsible for submitting casualty reports.

4.6. The Chaplain Division will:

4.6.1. Ensure the KCP is given a current list of names and telephone numbers of chaplains on standby.

4.6.2. Join the notification officer in deceased and missing cases. This procedure must be followed unless the commander decides that mission responsibilities would be affected.

4.7. 377th Security Police Squadron. Will notify KCP on any casualty information that is received as defined in paragraph 1.3.

4.7.1. Assist the casualty assistance representative in obtaining accident reports as needed.

4.8. 377th Communications Squadron will:

4.8.1. Ensure that base telephone operators refer all inquiries about casualties to DPMPS during duty hours and to the KCP after normal duty hours.

4.8.2. Contact the on-call casualty representative during off-duty hours for any casualty messages received.

4.8.3. Ensure that the Casualty Office's phone number is published in the base telephone book.

4.9. 377th Transportation Squadron will:

4.9.1. Provide a sedan or station wagon for the casualty notification officer.

4.9.2. Provide a vehicle, i.e., compact pick-up, station wagon for the casualty assistance representative.

4.10. Comptroller will:

4.10.1. Ensure DPMPS receives an up-to-date roster with names and telephone numbers of personnel authorized to pay death gratuity, which must be paid within 24 hours after death of member.

4.10.2. Ensure a copy of death message and DD Form 93 have been received from DPMPS before making payment of death gratuity.

5. Newsworthy Event Reporting. Details of any incident which occurs on or near the installation which may generate inquiries from the general public, news-media or AF officials will be made available to Public Affairs, DPMPS, or the on-call representative immediately for their actions. Incidents may include military aircraft mishaps, natural disasters, bombings and explosions whether casualties are known to

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exist or not. DPMPS will contact HQ AFMPC Casualty Operations Center and submit the required casualty report according to AFI 36-3002, Attachment 13.

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